

**MEMORANDUM**

**DATE:** February 8, 2024  
**TO:** Randy Scott, HSB President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** February 8, 2024, Director's Report

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**BLACKOUT PERIOD NOTICE NOVEMBER 9, 2023, THROUGH JUNE 2024 (see attachment)**

Blackout Period notification to the Health Service Board ("Board") that began on November 9, 2023, and extends through both:

- the completion of the San Francisco Health Service System ("SFHSS") formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year ("2025 MA PPO RFP") and the presentation of the results of the 2025 MA PPO RFP to the Health Service Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

**UNITED HEALTHCARE AND UCSF MEDICAL GROUP SITUATION**

We are pleased to report that United Healthcare and the UCSF Medical Group have reached agreement for UCSF Medical Group to be an in-network provider for the SFHSS UHC Medicare Advantage Plan, effective January 1, 2024. I appreciate the support of the Health Service Board in your advocacy efforts with both parties to ensure our retirees have access to care from providers practicing within the UCSF Medical Group.

**HEALTH SERVICE BOARD 2024 ELECTION (see attachments)**

A Health Service Board election for two member seats will occur in May 2024. Nomination forms are available for all SFHSS members to pick up from our offices or download from the [Board's Main webpage](#). Completed nomination forms are due back to the SFHSS offices no later than February 16, 2024, by 5 p.m. **Completed nomination forms are due back to the SFHSS offices no later than February 16, 2024, by 5 p.m.** Contact Holly Lopez, Health Service Board Secretary, (628) 652-4646, [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org) with any questions.

Election Communication Plan

1. [Health Service Board Main webpage](#) updates with the election [HSB 2024 Election Fact Sheet for Members](#) and the [HSB 2024 Election Resolution, Notices, and Nominee Form packet](#).
2. Monthly eNews: Elections updates are included in the February eNews letter and continue throughout the election process
3. Member Services was trained to respond to member inquiries.
4. The Department of Elections posts the election on its website and includes the Board Secretary's contact information and the Health Service Board's Main webpage.

## **RACIAL EQUITY, DIVERSITY & CULTURAL HERITAGE CELEBRATIONS**

SFHSS is uplifting cultural heritage through Black History Month resources linked to community well-being and resiliency. We are encouraging the sharing of resources that help us learn and grow in our respect and inclusivity for one another.

In local news, the [Black Joy Parade](#) will be presented by Black Infant Health (BIH) in the City of Oakland for its seventh year. The parade celebrates the Black experience and the community's contribution to history and culture with its signature celebration, partnerships, and event. It exists to provide the Black community and allies with a live experience that celebrates their influence on cultures past, present, and future. The event will be on Sunday, February 25.

Beginning on Dr. Martin Luther King, Jr.'s birthday weekend, during Black History Month, and throughout the year, the [San Francisco Public Library](#) champions Black leaders and change-makers in our city and beyond. Visit the [African American Center](#) on the 3rd floor of the Main Library to see the new Kenneth Green photography exhibition that focuses on images of Black women whose strength, intellect, and beauty he recognized and paid homage to.

As we reflect on the origins of Black History Month, we recognize the [Association for the Study of African American Life and History](#) (ASALH) that selected the national 2024 theme: *African Americans and the Arts*. This theme acknowledges that the African American influence has been paramount in visual and performing arts, literature, fashion, folklore, language, film, music, architecture, culinary, and other forms of cultural expression. The [White House Proclamation on National Black History Month](#) also uplifts Black history as American history and Black culture, stories, and triumphs are the core of who we are as a nation.

## **MEDICARE RFP UPDATE**

Between January 11 and January 26, 2024, SFHSS issued three (3) addenda to the Medicare Plan (MAPD PPO) Request for Proposal (RFP) for the 2025 plan year ([SFHSS RFP webpage](#)). The addenda included one hundred and twenty-three (123) detailed answers from SFHSS and Aon's Medicare subject-matter experts to all questions submitted by prospective respondents to the RFP. The non-financial questionnaire submission deadline is Friday, February 9, 2024, at 12:00 p.m. (PST). Following receipt of the non-financial questionnaires, SFHSS will confirm the Minimum Qualifications to Bid (MQs). Following confirmation of the MQs, the non-financial questionnaires will be submitted to the RFP Evaluation Panel for review, analysis, discussion, and scoring.

## **HEALTHCARE AFFORDABILITY BOARD AND ADVISORY COMMITTEE**

The Health Care Affordability Board is a decision-making body charged with setting statewide and sector-specific spending targets, appointing a Health Care Affordability Advisory Committee, and approving key benchmarks, such as alternative payment model adoption and the share of spending dedicated to primary care and behavioral health, among other responsibilities. Board members may not receive compensation from healthcare entities.

### **Topics from January Meetings**

1. Spending Target Methodology and Statewide Spending Target Value

2. Examples of Cost-Reducing Strategies Employed
3. Consumer Stories on Affordability
4. Update on Total Health Care Expenditure (THCE) Proposed Regulations and Data Submission Guide
5. Hospital Measurement: Introductory Discussion of OHCA’s Plan for Measuring Hospital Spending

**SAN FRANCISCO HEALTH SERVICE SYSTEM  
DIVISION REPORTS: FEBRUARY 2024**

**HUMAN RESOURCES:**

**Recruitments:**

- 1209 Benefits Technician – Interviews in February.
- 1813 Sr. Benefits Analyst – Interviews in March.
- 1814 Benefits Supervisor – Selection in process.
- 2595 Sr. EAP Counselor – Job announcement posted on 1/4/2024.

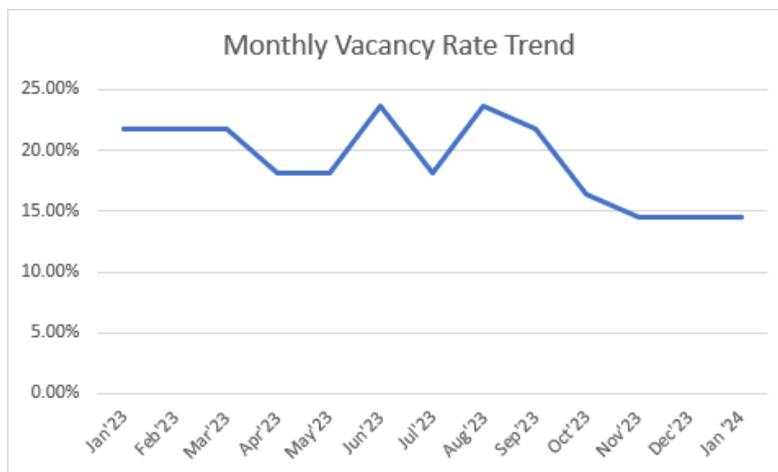
**Turnover Rate:**

2022 Average: 28.40

- 2023 Average: 20.34
- 2024 Average so far: 0.00

**Monthly Vacancy Rate\*:**

Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24
21.82%	21.82%	21.82%	18.18%	18.18%	23.64%	18.18%	23.64%	21.82%	16.36%	14.55%	14.55%	14.55%



\* Vacancy rates include three positions on hold and not currently being filled. There are five active vacant positions to fill.

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

## OPERATIONS:

Operations Dashboard – January 2024

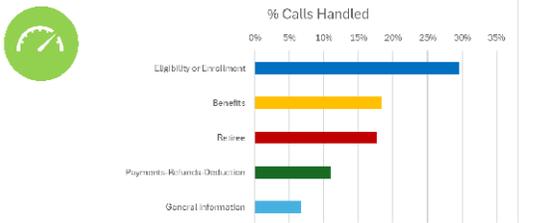
### Operations Dashboard for the Month of January 2024

#### Call Center Support

##### Call Volume



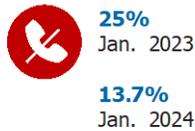
##### Call Drivers Metrics



**Average Wait Time\***  
Goal: <180 secs



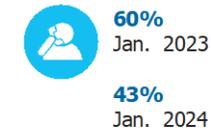
**Abandonment Rate\***  
Goal: <10%



**Average Length of Call\***  
Goal: <10 min



**First Contact Resolution\*\***  
Goal: >75%



## COMMUNICATIONS:

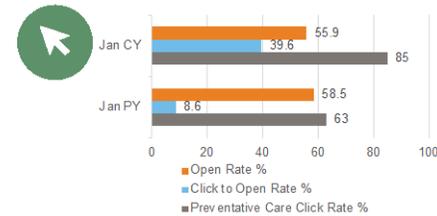
Operations Dashboard – January 2024

### Operations Dashboard for the Month of January 2024

#### Member Engagement

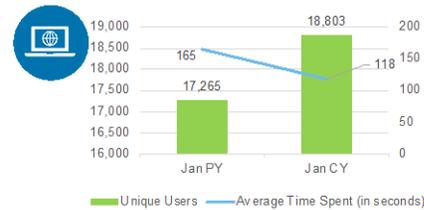
##### eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



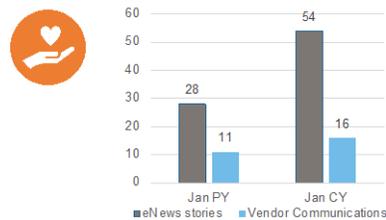
##### SFHSS Website Engagement

Goal: >100 seconds



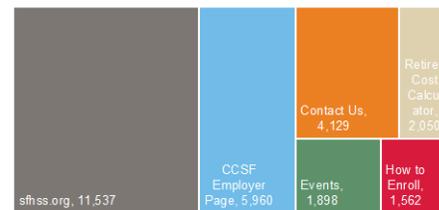
##### Preventive Care Communications

Goal: >25



##### Top Visited Pages on sfhss.org

Goal: Move *Contact Us* out of Top 5

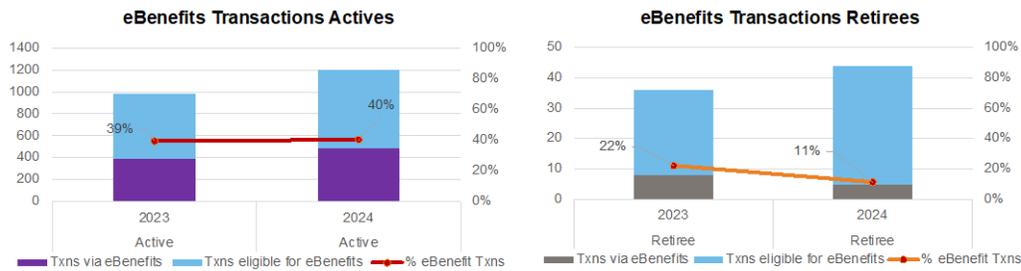


**ENTERPRISE SYSTEM AND ANALYTICS:**

Operations Dashboard – January 2024

**Operations Dashboard for the Month of January 2024**

**Transactions**



**FINANCE AND BUDGET:**

- Completed first round of department budget
- Ongoing work on the detailed rates project validation
- 10 County survey in process

**CONTRACTS:**

- Executed 2024-2026 agreement with Delta Dental (DeltaCare).
- Executed professional services agreement with Access Ingenuity for workplace technology assessments and training for employees with blindness or significant visual impairment.
- Executed mutual confidentiality and non-disclosure agreements with five (5) prospective bidders for the Medicare Plan (MAPD PPO) Request for Proposal (RFP) for the 2025 plan year.
- Issued three (3) addenda to the MAPD PPO RFP with answers to submitted non-financial questions from prospective bidders.

**WELL-BEING: (see attachment)**

- Trained 22 departments on the upcoming RENEW challenge available to those opting to participate in the 4-week challenge.

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**HEALTH SERVICE SYSTEM**

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- When comparing December 2022 to December 2023, there was a 62% increase in EAP cases year over year, same month.

**Attachments:**

- Blackout Notice
- Health Service Board 2024 Election Schedule
- Health Service Board Election Results History
- Well-Being Slides

**MEMORANDUM**

**DATE:** November 9, 2023  
**TO:** Randy Scott President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Black-Out Period Notice, November 9, 2023 through June 2024

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This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 9, 2023, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year (“2025 MA PPO RFP”) and the presentation of the results of the 2025 MA PPO RFP to the Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2025 MA PPO RFP and the SFHSS Annual Rates and Benefits process for the 2025 plan year.

Pursuant to the Board’s Service Provider Selection Policy, the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is given.

During this Black-Out Period, Board members are prohibited from any communications or activities, with current or potential future service providers, or their representatives, agents or officers, on matters relating to SFHSS competitive bid processes for the selection of the primary service provider for medical plans, including, but not limited to the 2025 MA PPO RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

**CC:** Members, Health Service Board  
Members, San Francisco Board of Supervisors  
Jennifer Donnellan, City Attorney

**Schedule for May 2024 Health Service Board Election**

The following Health Service Board Election procedures comply with Administrative Code Sections 16.550 – 16.565

SCHEDULE DATE	PROCEDURES BY HEALTH SERVICE BOARD AND DEPARTMENT OF ELECTIONS	ORDINANCE DEADLINES
Thursday, January 11, 2024	Health Service Board declares vacancy of two seats with term expiration dates effective May 15 and May 16, 2024. The Health Service Board adopts a resolution authorizing election for two seats and specific dates during which ballots may be marked and when the election is to be held.	
Thursday, January 11, 2024	Health Service Board notifies the Department of Elections that an election will be held, specifying the first and last dates for voting.	<b>Admin Code §16.554</b> At least 120 days prior to the first day of voting
Friday, January 12, 2024 thru Friday, Feb. 16, 2024 (5 Weeks)	Nomination period for Health Service Board candidates. Health Service Board notifies members of the reason for the election, procedures for nomination and selection of candidates, and voting dates.	<b>Admin Code §16.553</b> Not less than 31 days
Feb. 16, 2024	Department of Elections requests that Department Heads designate departmental Election Officers.	<b>Admin Code §16.555</b> At least 90 days prior to the first day of voting
Feb. 23, 2024	Deadline for San Francisco Health Service System (SFHSS) to provide completed nomination forms to the Department of Elections by 5 p.m.	
Friday, March 1, 2024	Candidates' Orientation Session conducted by the Department of Elections and Deputy City Attorney at the offices of the Department of Elections.	2:00 p.m. - 4:00 p.m.
Monday, March 18, 2024	Department Heads notify the Department of Elections of departmental Election Officers.	<b>Admin Code §16.555</b> 60 days prior to the first day of voting
Thursday, April 11, 2024	Deadline for Candidates' Statements to be filed with the Department of Elections and Candidates' Statements of Economic Interest (Form 700) provided to SFHSS for filing with the Ethics Commission.	<b>Admin Code §16.553-1 and 2</b> No later than 12:00 p.m.
Friday, April 12, 2024	SFHSS provides the Department of Elections with the names of eligible nominees. SFHSS voter file containing active and retired members' names and addresses to be sent to the Department of Elections in the requested format.	<b>Admin Code §16.557</b> 35 days prior to the first day of voting

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Friday, April 12, 2024	Department of Elections allows Candidates to review and correct typeset Statements.	No later than 5:00 p.m.
Monday, April 15, 2024	Department of Elections selects the order of Candidates' names on the ballot by random drawing.	12:00 p.m.
Friday, April 26, 2024	The Department of Elections sends written instructions to departments to Election Officer informing such office of dates on which ballots will be distributed and collected and the procedure to be followed for their distribution and collection.	<b>Admin Code §16.556</b> At least 21 days prior to the first day of voting
Tuesday, May 7, 2024	Department of Elections will mail ballots to all eligible active and retired voter members.	<b>Admin Code §16.560</b> At least 10 days prior to the first day of voting
May 14, 2024	SFHSS provides a supplemental list to the Department of Elections or Contractor within two days of the First Voting Day, which list shall provide the names of eligible voters not included on the original list.	<b>Admin Code §16.557</b> Within 2 days of the first Voting Day
Friday, May 17, 2024 thru May 31, 2024	Official election dates (set by the Health Service Board). The date is chosen for filling following the current HSB Commissioner's term or to hold a special election.	Thursday, May 15, 2024, is the first day of voting.
Friday, June 4, 2024	Department of Elections to count votes and announce results. By this date, the Department of Elections counts all ballots that are properly marked, signed, and delivered, and certifies the name of the persons receiving the largest number of voters.	<b>Admin Code §16.563</b>
Thursday, June 13, 2024	Elected members are sworn after election results within the week following the announcement of the results. Elected members take their seat on the Health Service Board June 13, 2024 meeting for a full five-year term ending June 2029	13 days after the close of voting

**MEMORANDUM**

**DATE:** February 8, 2024  
**TO:** Randy Scott, HSB President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Health Service Board Election Results History

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Past Health Service Board Election Results

2020- One seat expired. The election was canceled because one candidate was a retired member and assumed the seat.

2019- Two seats expired. The election was canceled because one candidate was a Board incumbent and another was an active employee. Both nominees filled the seats.

2015- One seat expired. The election was canceled because there was only one nominee, and the incumbent continued as a Board member.

2014- Two Seats Expired. The election was canceled because no candidate submitted verified nomination forms, and incumbents continued as Board members.

2010- Office count and tabulation of votes recorded

1<sup>st</sup> place- 7642  
2<sup>nd</sup> place- 3333  
3<sup>rd</sup> place 1580

2009-Official count and tabulation of votes recorded

1<sup>st</sup> place- 6241  
2<sup>nd</sup> place-4107  
3<sup>rd</sup> place- 3547

# Well-Being Monthly Report

Health Service Board Meeting February 8, 2024

## Calls/Cases: Internal & External EAP

### December 2023 Highlights:

- -14% decrease in cases compared to prior month
- -6% decrease in calls compared to prior month

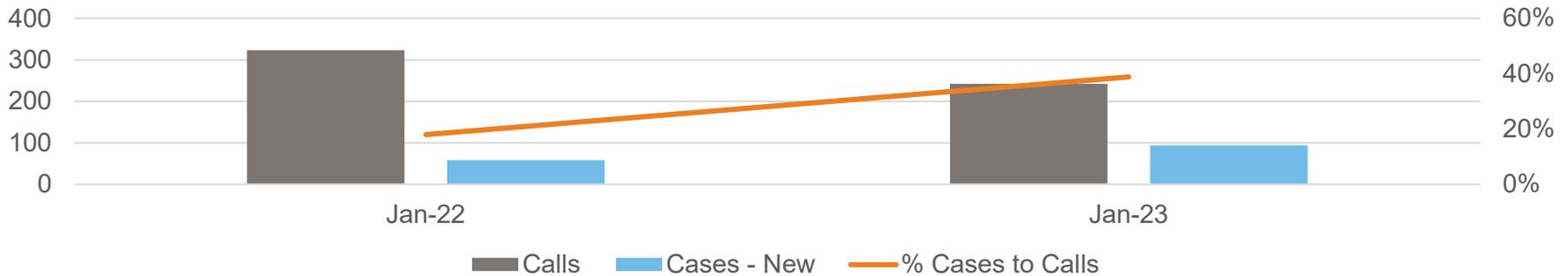
December 2023 Compared to November 2023: Calls, Cases, and % of Calls that Led to a Case



### December Year Over Year Highlights:

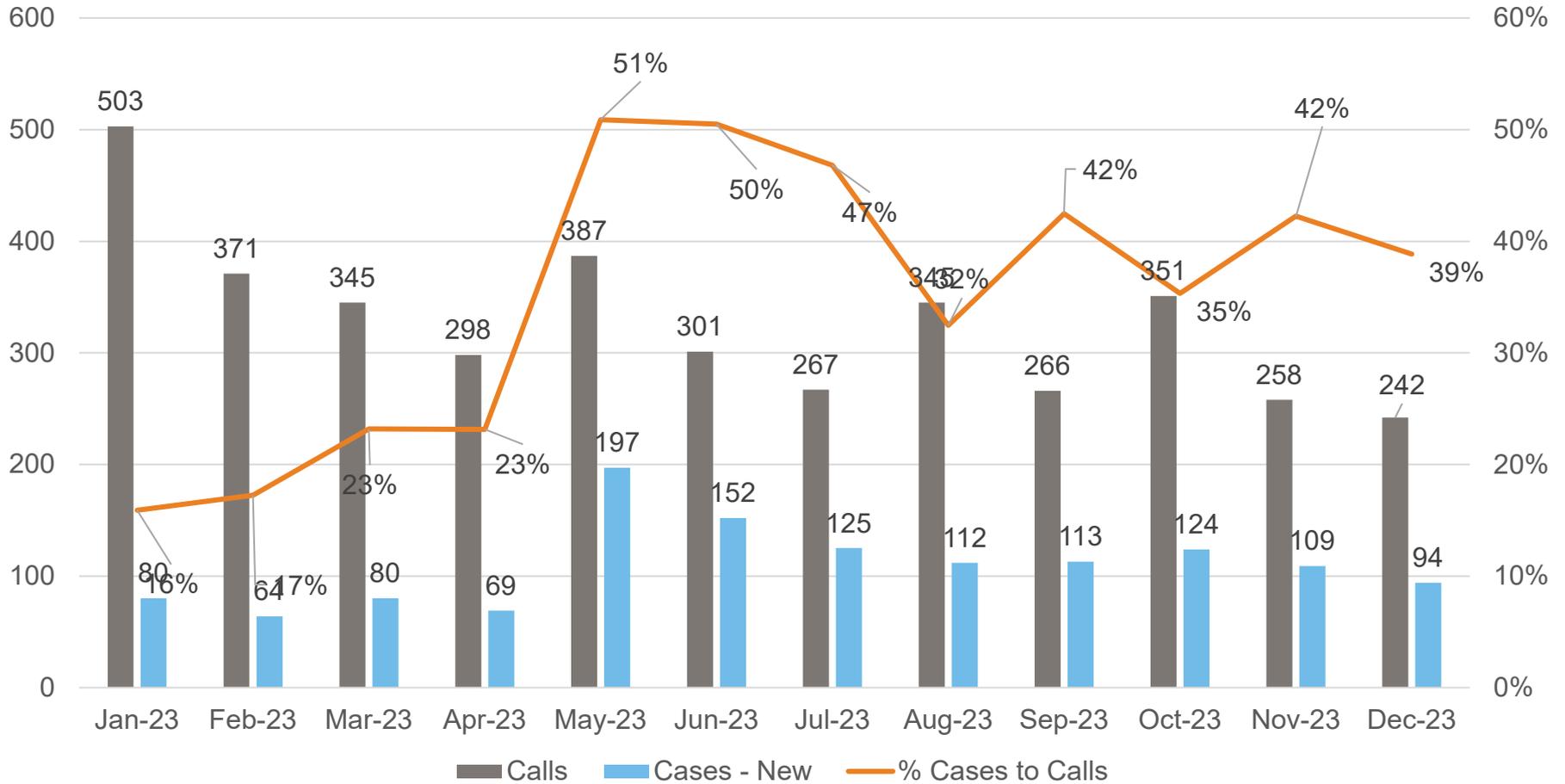
- +62% increase in cases compared to same month prior year 2022
- -25% decrease in calls compared to same month prior year 2022

December 2023 Compared to December 2022: Calls, Cases, and % of Calls that Led to a Case



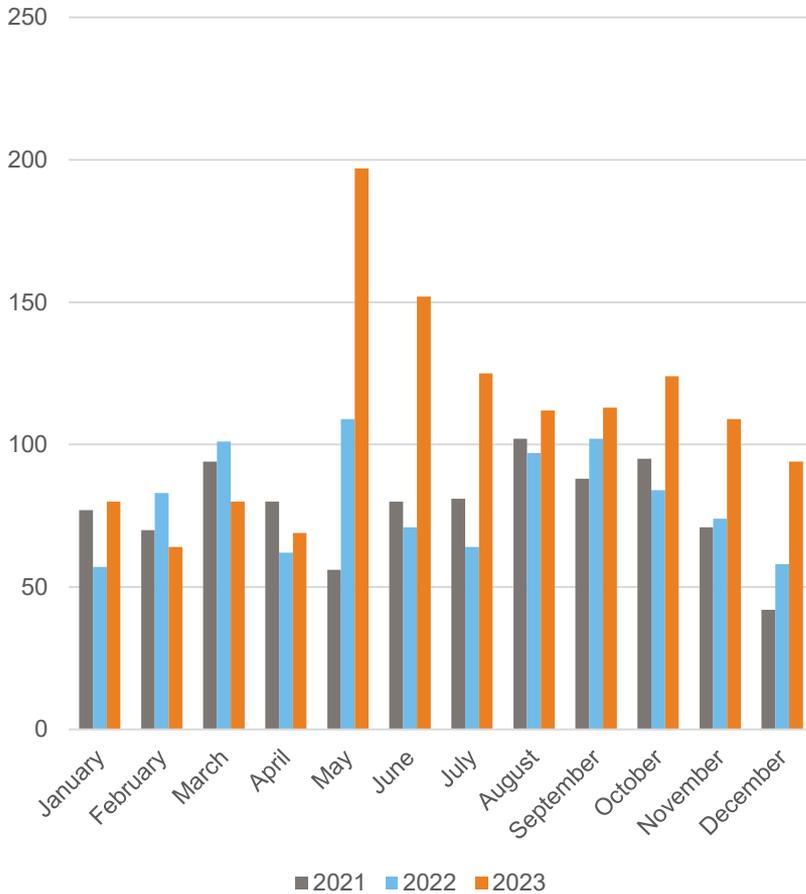
## Calls/Cases: Internal & External EAP

External 24/7 EAP + SFHSS Internal EAP:  
Total Number of Calls, Cases and % Cases Over a 12 Month Period



## SFHSS EAP (Internal and External): Year Over Year

Year Over Year: New Cases



Year Over Year: Call Volume

